

Daphne.Duke

244048

From: Jocelyn.Boyd
Sent: Monday, May 13, 2013 1:23 PM
To: charles.terreni@terrenilaw.com; selllott@elliottlaw.us; John M. S. Hoefer (jhoefer@willoughbyhoefer.com); Hipp, Dawn
Cc: Deborah.Easterling; Tricia.DeSanty; Daphne.Duke
Subject: FW: Tega Cay sewage ; Utilities,Inc update (Oakley's reply to customers concern)
Attachments: 406116042213 Tega Cay 423_Boil Water.doc

From: Jim Harper [<mailto:JHarper@harperimage.com>]
Sent: Monday, May 13, 2013 1:02 PM
Subject: FW: Tega Cay sewage ; Utilities,Inc update (Oakley's reply to customers concern)

From: Tom G. Oakley [<mailto:TGOakley@uiwater.com>]
Sent: Monday, May 13, 2013 12:50 PM
To: Jim Harper; mikishabyers@yahoo.com
Cc: TC Water Citizen Advisory Council; Kelly Mac; Steve Kunzmann; rw@warrennorman.com; georgesheppard@comporium.net; CFunderburk@tegacaysc.gov
Subject: RE: Tega Cay Utilities,Inc update ?

Ms. Byers,

Sorry for the delay in response but I wanted to be certain that I had the facts on the 'boil water advisory' (BWA) before I responded. The safety of the water we provide to customers is absolutely our top priority and for that reason, we take customer notification very seriously by tracking all advisories and the response received.

You are probably aware that the water we provide you is purchased from York County and all treatment of the water takes place in their facilities prior to the point of interconnection with our system. As a result, we have not issued many BWAs in Tega Cay and, in fact, there has only been one in the last twelve months for any portion of your street which was related to an isolated repair on the main. I have attached a copy of the text of that message and you will see that it was limited to six addresses on your street, but did not include your home.

And just to be certain, I asked for the records of ALL recent voice notifications we have sent to your home and found three that were related to the recent 'No Swimming Advisories' and the smoke testing we have been doing. Our

records indicate that the first two resulted in a message being left but that the most recent (smoke testing) was a 'No Answer'.

(803) 389-0486	4/29/2013 8:10:16 PM
(803) 389-0486	5/7/2013 7:45:20 PM
(803) 389-0486	5/8/2013 11:25:05 AM

I hope that this eases your mind a bit about the quality of the water we are providing and provides some assurance that you WILL receive a voice notification in the event that we are engaged in work that might temporarily impact your supply.

Finally, without repeating the detail I have shared in the "Updates", we continue an all out effort to identify and fix problems in the system to eliminate the spills in Tega Cay. I'll be updating our progress report either later today or tomorrow.

Please don't hesitate to contact me if you have additional questions or comments.

Thanks,

Tom



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